

UNIQUE SEND TUITION

Complaints Policy

Listening carefully, responding fairly and learning from concerns

Policy owner: Mandy Beadnell, Unique SEND Tuition

Effective from: September 2026

Review date: September 2027, or sooner if legislation or practice changes

Families, learners and professionals should feel able to raise concerns openly.

Unique SEND Tuition aims to resolve difficulties early, communicate clearly and use feedback to improve the quality, safety and accessibility of the service.

1. Purpose and scope

This policy explains how concerns and complaints about Unique SEND Tuition will be received, considered and resolved. It applies to tuition, communication, conduct, administration, resources and other aspects of the service, whether provided privately or as part of an EOTAS, agency or professionally referred package.

A complaint is an expression of dissatisfaction that requires a response. A concern may often be resolved through a straightforward conversation; it does not need to become a formal complaint unless the person raising it wishes this or the matter cannot be resolved informally.

2. Principles

Accessible. A complaint may be made by a parent, carer, learner, commissioning professional or another person directly involved in the service. Help will be offered to express the concern in a suitable format.

Respectful. The person raising a concern will be listened to without judgement and will not be treated unfairly for speaking up. Learners' views will be heard in a way that is appropriate to their age, communication and understanding.

Fair. Relevant information will be considered carefully. Conclusions will not be reached before the circumstances have been reviewed and, where appropriate, the people involved have had an opportunity to respond.

Prompt. Complaints will be addressed as quickly as reasonably possible and agreed timescales will be communicated clearly.

Confidential. Information will be shared only with those who need it to understand or resolve the matter, except where safeguarding, legal or regulatory duties require otherwise.

3. Stage 1 - raising a concern informally

Where appropriate, the first step is to contact Mandy as soon as possible by email at uniquesendtutor@gmail.com or through the website at www.uniquesendtutoring.co.uk. A brief explanation of what has happened and what would help to resolve the concern is usually sufficient. Please do not include detailed medical, safeguarding or highly confidential learner information in the website contact form.

Mandy will aim to acknowledge the concern within three working days and discuss or respond to it within five working days. Many concerns can be resolved through clarification, an apology, an agreed adjustment or a change to future arrangements.

A person may move directly to the formal stage if the matter is serious, if an informal discussion would not feel appropriate, or if the concern has not been resolved.

4. Stage 2 - making a formal complaint

A formal complaint should normally be submitted in writing by email to uniquesendtutor@gmail.com, or by another agreed accessible method. If the website contact form is used to make initial contact, only a brief outline should be included and Mandy will agree an appropriate way to receive any further information. It is helpful to include:

What happened. A clear description of the issue, including relevant dates, sessions or communications.

Who was involved. The names or roles of the people connected with the matter, where known.

Action already taken. Any steps that have already been tried to resolve the concern.

Preferred outcome. What the complainant would like to happen, while recognising that every requested outcome may not be possible.

Only information needed to understand the complaint should be included. Detailed medical, safeguarding or highly confidential learner information should not be entered into the public website form; an appropriate method of sharing necessary information can be agreed if required.

5. Formal response times

Acknowledgement. The complaint will normally be acknowledged within three working days.

Full response. A written outcome will normally be provided within ten working days of receiving sufficient information to investigate.

Delay. If more time is reasonably required, the complainant will be told why and given an updated response date. School holidays, planned leave or the need to obtain information from another organisation may affect the timescale.

6. How a complaint will be considered

Mandy will review the information provided, relevant communications, session information, agreements and policies. Further clarification may be requested. Where another organisation commissioned or arranged the tuition, relevant information may be discussed with that organisation where there is a lawful basis and a clear need to do so.

The written response will summarise the issue considered, the information reviewed, the conclusion reached and any actions agreed. Possible outcomes may include an explanation, an apology, correction of an error, an adjustment to practice, further discussion, a refund or service remedy where appropriate, or confirmation that the complaint has not been upheld.

7. Stage 3 - request for review

If the complainant believes that relevant information was overlooked or the procedure was not followed fairly, they may request a review within ten working days of the formal response. The request should explain the specific reason for seeking a review and identify any significant new information.

As Unique SEND Tuition is operated by a sole trader, there is no separate internal manager. Mandy will reconsider the handling and outcome with an open mind and may seek confidential advice from an appropriate independent professional adviser where this would support fairness. A final internal response will normally be issued within ten working days.

8. Tuition arranged by another organisation

Where tuition has been commissioned, funded or arranged by a local authority, school, agency or other organisation, that organisation may have its own complaints procedure. The complainant may be able to raise the matter with the commissioning organisation, particularly where the concern relates to referral arrangements, funding, wider provision or contract management. The relevant agreement or contact should be checked for details.

9. Safeguarding and urgent concerns

A complaint that suggests a child or young person may be at risk of harm will be managed under the Safeguarding and Child Protection Policy and may need to be shared promptly with the appropriate safeguarding authority. This may limit what can be discussed within the complaints process. An immediate danger should be reported to the emergency services by calling 999.

10. Records, privacy and learning

A proportionate record will be kept of formal complaints, responses, outcomes and actions. Records will be stored securely and retained in line with the Privacy Notice and legal responsibilities. Complaints will be reviewed to identify learning, patterns or changes that may improve future practice.

11. Respectful communication

Unique SEND Tuition will remain calm, courteous and professional throughout the process and asks the same of those making a complaint. Reasonable adjustments will be made for disability or communication needs. Contact may be limited or moved to a single written channel if communication becomes abusive, threatening, discriminatory, persistently repetitive or prevents the complaint from being considered fairly. The substance of a genuine complaint will still be addressed.

12. Further information

This policy does not affect a consumer's statutory rights. Independent consumer advice is available from the Citizens Advice consumer service, which can provide practical and impartial advice and, where appropriate, pass information to Trading Standards. Related documents include the Safeguarding and Child Protection Policy, Equality, Diversity & Inclusion Policy, Accessibility Statement, Privacy Notice and Tuition Agreement & Terms and Conditions.

Document control

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Nurture • Explore • Grow